

Service Area Plan

Department of the Treasury

Administrative Services (73220)

Service Area Background Information

Service Area Description

As a central state agency, the Department of the Treasury provides statewide services to citizens and agencies and institutions of the Commonwealth. The Administrative Services service area of Treasury provides the day-to-day management and control of the agency and its seven service areas. This service area includes the State Treasurer, Deputy State Treasurer and the functional areas of Financial Policy, Human Resources, Information Systems, Internal Audit, and Procurement. Products and services include:

- Strategic planning for the agency
- Development and monitoring of agency goals, objectives and critical issues
- Development and management of the agency's budget
- Development and management of agency policies and procedures
- Monitoring of performance of service areas
- Providing direction and assistance to boards and authorities staffed by the agency
- Legislative development and coordination
- Development and coordination of Legislative Studies
- Regulatory development and coordination
- Development and enhancement of information systems and agency programs
- Human resource personnel administration and staff development
- Internal auditing of operational functions, internal controls and risk assessment
- Procurement of agency goods and services
- Procurement contract development and management
- Facilities and telecommunications development and management
- Management of agency equipment assets and surplus property
- Freedom of Information Act management and coordination
- Development of agency publications and public relations
- Management of agency records management program

Service Area Alignment to Mission

This service area directly aligns with the Department of the Treasury's mission of serving the Commonwealth by providing excellent financial management and outstanding customer service.

Service Area Statutory Authority

Chapter 18 of Title 2.2 (§§ 2.2-1800 through 2.2-1843) of the Code of Virginia defines the Department of the Treasury's statutory authority. This chapter sets out the statutory authority and responsibilities of the Department of the Treasury and defines the duties of the position of the State Treasurer. It governs how state money is collected, invested, distributed and accounted for by the Department. It also outlines the Department's responsibility for the management of state debt as well as how it protects state assets through prudent risk management plans.

See Appendix B, Additional Statutory Authority Information, for additional statutory authority for this service area.

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Service Area Customer Base

Customer(s)	Served	Potential
Boards and Authorities	11	11
Business Partners	200	200
Executive Branch	108	108
General Assembly	140	140
Treasury Staff	116	116
Virginia Citizens	7,500,000	7,500,000

Anticipated Changes In Service Area Customer Base

The Department of the Treasury serves as a central state agency, providing statewide services to internal and external customers of the Commonwealth through its seven service areas. In its oversight role, the Administrative Services service area provides administrative control and guidance to each of the seven service areas and, therefore, the Department's overall customer base is broad. Although the customer base of the individual service areas will change over time as noted in the individual service areas customer base, because Treasury's overall customer base is broad, it is not anticipated that the overall Administrative Services base will change in regard to the potential customers served with the exception of Intra-Agency customers. Treasury is dealing with an aging workforce that will change our intra-agency customer base.

Service Area Partners

Bond and investment rating agencies

Provide credit rating services to the agency and the Commonwealth

Service Area Partners

Financial advisors

Provide financial services to the agency and the Commonwealth

Service Area Partners

Financial institutions

Provide financial services and products to the agency and the Commonwealth

Service Area Partners

Insurance brokers and actuaries

Provide actuarial services to the agency and the Commonwealth

Service Area Partners

Investment management companies, consultants and investment dealers

Provide investment services and products to the agency and the Commonwealth

Service Area Partners

Law firms

Provide legal services to the agency and the Commonwealth

Service Area Partners

Private sector vendors and contractors

Provide goods and services to the agency and the Commonwealth

Service Area Partners

State agencies

Provide or receive services from the agency

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Service Area Products and Services

- Agency Strategic Plan, including goals and objectives for the agency, is provided for staff, Secretary of Finance and the Department of Planning and Budget and is available to the General Assembly and to citizens through the agency website
- Agency Legislative Action Summaries and Enrolled Bill Reviews provided to the Secretary of Finance
- Agency Legislative Studies provided to the Secretary of Finance and the General Assembly as requested
- Agency Regulations provided periodically to Legislative Services for publishing and made available to the citizens
- Agency Procurement Dashboard Report provided monthly to the Department of General Services detailing electronic procurements made
- Agency Small, Women and Minority-owned Businesses Report provided to the Department of Minority Business Enterprise quarterly detailing SWAM procurements
- Contract Management Reports provided to staff monthly to ensure actions are taken on the Department's 75 contracts when required
- Small Purchase Charge Card Program (SPCC) Annual Cardholder Review Certification and other similar SPCC reports provided annually to the Department of Accounts
- Small Purchase Charge Card monthly procurement statement reconciliation provided to the Department of Accounts
- Requests for Proposals provided to vendors for the procurement of goods and services resulting in contracts
- Freedom of Information Act and constituent mail research and response provided to citizens upon request
- Development and monitoring of agency goals, objectives and critical issues
- Agency Records Management Reports provided to the State Library for archived documents
- Agency Weekly Report provided to the Secretary of Finance detailing agency activity, actions and actions needed by the Governor
- Agency Report provided to the Secretary of the Commonwealth on the membership of boards and authorities staffed by Treasury
- Conflict of Interest Reports provided to the Secretary of the Commonwealth for staff and board and authority members for boards and authorities staffed by Treasury
- Agency Internal Audit Reports and results of Treasury's Internal Audit Questionnaire provided to management regarding audit findings and corrective actions needed
- Agency Internal Control Assessment of agency operations provided to State Comptroller annually
- Central Garage Pool Mileage Report provided monthly to the Department of General Services regarding mileage usage of Pool vehicles assigned to Treasury

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Service Area Products and Services

- Vehicle Utilization Report provided annually to the Secretary of Transportation justifying the statutory basis for assignment of agency vehicles
- Agency Recycling Report provided to the Department of Environmental Quality annually
- Assessment of Mandates on State and Local Governments provided to the Commission on Local Government annually
- Agency Budget and Critical Issues provided annually to the Secretary of Finance and the Department of Planning and Budget
- Guidance Documents Listing provided to the Department of Planning and Budget annually and posted to the Virginia Regulatory Town Hall providing general information to agency staff or the public on how to implement or interpret state law or agency regulations
- Executive Order 52(1999) Report provided to the Department of Human Resource Management, Workers Compensation Division annually dealing with the frequency and type of workers compensation claims for the report year
- Employment Dispute Resolution Report provided to the Department of Employee Dispute Resolution annually detailing the number of Standards of Conduct notices issued for the report year as well as the number of grievances filed and their status and outcome
- Updates to the Workforce Planning Document regarding the agency's manpower strategic plan provided to the Department of Human Resource Management as needed
- Employee Suggestion Program Activity Report provided to Department of Human Resource Management annually
- Cardholder Identification Access Report showing various employee access levels to the Monroe Building provided annually to the Deputy State Treasurer
- Executive Order 6(2002) Report provided to the Secretary of Commerce and Trade annually listing all national organizations to which dues are paid and the status of any negotiations or contact with each regarding conference or conventions that might be held in the Commonwealth
- Database Index Report containing detailed information of agency computer databases provided to the Library of Virginia annually
- Records Destruction Forms provided to the Library of Virginia periodically
- Agency Policies and Procedures on a variety of issues that give general direction to staff in the performance of their responsibilities
- Agency Head Executive Agreement Performance Measures provided to the Governor annually
- Agency Performance Measures provided quarterly to the Department of Planning and Budget
- Direction and assistance to boards and authorities staffed by Treasury
- Treasury Board Report and Minutes provided monthly to the Treasury Board
- Agency Proposed Legislation provided to the Secretary of Finance and to the General Assembly

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Factors Impacting Service Area Products and Services

- As the U.S. economy continues to improve and the Commonwealth's salary structure and reward system remains constant, Treasury will continue to be challenged in hiring and retaining qualified employees with which to provide the products and services our customers deserve.
- In the short term, efforts to centralize information technology will likely impact the ability of Treasury to maintain its management and administrative support services as effectively and efficiently as are currently provided and will likely increase agency costs.
- Virginia Information Technology Authority's enhanced information systems security may require additional expenditures by the agency and will likely require a request for additional funds in the current and future bienniums.
- Virginia Information Technology Authority's shared rate billing model, to be disclosed in the near future, will likely require additional expenditures by the agency and require a request for additional funds in the current and future bienniums.
- Customer assistance requests in the service areas of debt management, insurance services, banking and unclaimed property are expected to increase and will impact each of these service areas as more time is needed to respond to these requests with little or no increase in staff.
- Expansion of the web-based electronic government capability will increase the efficiency of Treasury management and open new, more efficient means to communicate with customers and deliver our services.
- Continued expansion of the electronic procurement system (eVA) will create new efficiencies and lower costs in the procurement of goods and services; however, for those services for which there is no eVA vendor, the eVA administrative fees incurred by the agency will continue to be a burden on the agency budget.

Anticipated Changes To Service Area Products and Services

- The demand for additional and improved customer services may result in the need to change the way we deliver these services through system or program changes and enhancements.
- Changes in technology, regulations, legislation, best practices, industry and markets may require a more technically trained workforce and the need for additional training for the current workforce.
- As products and services expand and become more complex to deliver, management will seek to find more efficient delivery systems and programs, as well as the means to monitor the performance of these programs through the development of internal controls and additional performance measures.
- Increased information systems security will be required to protect our internal systems and client information.
- The increased complexity, expansion, regulation and management of services and products may require additional outside resources to augment staff support.

Service Area Human Resources Summary

Service Area Human Resources Overview

Human resources for this service area include 2 appointed/at-will positions and 11 full-time classified positions. Position titles and reporting structure can be found in Appendix B, Service Area Structure.

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Service Area Full-Time Equivalent (FTE) Position Summary

Effective Date:	1/1/2006
Total Authorized Position level	13
Vacant Positions	1
Non-Classified (Filled).....	0
Full-Time Classified (Filled)	12
Part-Time Classified (Filled)	0
Faculty (Filled)	0
Wage	0
Contract Employees	0
Total Human Resource Level	12

Factors Impacting Service Area Human Resources

The primary human resource factor impacting this service area is the ability to satisfy the demand for qualified professional staff and to retain staff. As the economy continues to improve, competition for professional staff will continue to demand greater resources in order to attract and keep qualified professionals. More emphasis will need to be placed on the development of competitive salary structures, training and career development opportunities.

Anticipated Changes in Service Area Human Resources

Anticipated changes in human resources for this service area include the potential retirement of 30% of staff over the next five years. The improved economy may make attracting and retaining qualified staff even more difficult. Greater specialization in programs managed by Treasury will require a more specialized knowledge base among staff.

Service Area Financial Summary

The budget for this service area is \$1,517,409 for fiscal year 2007 and \$1,515,127 for FY 2008. Of this amount, \$931,906 (61%) is funded with general funds and \$585,503 (39%) is funded from nongeneral funds. Changes may be required by future actions of the General Assembly as budgets are developed for this biennium.

	<u>Fiscal Year 2007</u>		<u>Fiscal Year 2008</u>	
	<u>General Fund</u>	<u>Nongeneral Fund</u>	<u>General Fund</u>	<u>Nongeneral Fund</u>
Base Budget	\$819,937	\$550,550	\$819,937	\$550,550
Changes To Base	\$111,969	\$34,953	\$109,687	\$34,953
SERVICE AREA TOTAL	\$931,906	\$585,503	\$929,624	\$585,503

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Service Area Objectives, Measures, and Strategies

Objective 73220.01

To ensure that resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements.

The Governor's Management Standards Scorecard grades the agency on five criteria: Human Resource Management, Government Procurement, Financial Management, Technology, and Performance Management. In order to ensure that agency resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements, the agency seeks a grade of "Meets Expectations" for all five criteria included in the Governor's Management Standards Scorecard.

This Objective Supports the Following Agency Goals:

- Encourage a culture of continuous improvement, delivering the highest quality, customer-focused services possible and driven by a diverse, well-trained workforce capable of accomplishing the agency's mission and being accountable for their actions.
(This objective supports the agency goal to "Encourage a culture of continuous improvement, delivering the highest quality, customer-focused services possible and driven by a diverse, well-trained workforce capable of accomplishing the agency's mission and being accountable for their actions". In addition, it aligns with state objectives to be a national leader in the preservation and enhancement of our economy, to engage and inform citizens to ensure we serve their interests and to be recognized as the best managed state in the nation.)

This Objective Has The Following Measure(s):

- **Measure 73220.01.01**

Agency Management Scorecard

Measure Type: Outcome **Measure Frequency:** Annually

Measure Baseline: The 2005 percentage calculated based on the agency scorecard is 100%.

Measure Target: 100% of the Governor's Management Standards Scorecard categories will be marked as meeting expectations for the agency by fiscal year 2008.

Measure Source and Calculation:

The data source will be the Virginia Excels Management Standards Scorecard. The calculation will be the percent of Governor's Management Standards Scorecard categories marked as "meets expectations" for the agency.

Objective 73220.01 Has the Following Strategies:

- The Governor's Management Standards Scorecard grades the agency on five criteria: Human Resource Management, Government Procurement, Financial Management, Technology, and Performance Management. In order to ensure that agency resources are used efficiently and programs are managed effectively, and in a manner consistent with applicable state and federal requirements, the agency seeks a grade of "Meets Expectations" for each objective measured in each of the five criteria included in the Governor's Management Standards Scorecard by fiscal year 2008.